

CAPPS FIN Service Requests (SRs) Report

Date of Report: 09/01/2019

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		159
Accounts Receivable		8
Asset Management		39
Cash Receipts		34
Configuration		3
Customer Contracts		3
ePro		27
General Ledger		51
Interfaces	Assessment	5
	Assigned	14
	Awaiting Customer	6
	In Development	1
	In Work	8
	Pending Prod Approval	3
	System Test	1
Interfaces		38
Inventory		9
Not Applicable		116
PeopleTools		5
Project Costing		1
Purchase Orders	Acceptance Testing	1
	Assessment	4
	Assigned	16
	Awaiting Customer	38
	In Development	3
	In Work	45
	Pending Prod Approval	7
	System Test	3
Purchase Orders		117
Reports		72
Security		70
Strategic Sourcing		2
Supplier Contracts		2
Training		7
Workflow		16
Grand Total		779

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	15
Assessment	32
Assigned	249
Awaiting Customer	178
In Development	21
In Work	207
Pending Prod Approval	50
Rework	12
System Test	15
Grand Total	779

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
Critical	Not Applicable	1
Critical		1
High	Accounts Payable	61
	Accounts Receivable	3
	Asset Management	7
	Cash Receipts	9
	ePro	16
	General Ledger	17
	Interfaces	18
	Inventory	3
	Not Applicable	56
	PeopleTools	1
	Purchase Orders	34
	Reports	27
	Security	13
	Strategic Sourcing	1
	Supplier Contracts	1
	Workflow	3
High		270
Medium		344
Low		164
Grand Total		779

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	6
Assessment	9
Assigned	115
Awaiting Customer	43
In Development	8
In Work	73
Pending Prod Approval	12
Rework	2
System Test	2
Grand Total	270

All SRs by Status

(Includes Closed, Completed after 09/01/19)

Status	Count of Status
Acceptance Testing	15
Assessment	32
Assigned	249
Awaiting Customer	178
Closed	60
Completed	449
Governance	1
Hold	16
In Development	21
In Work	207
Pending Prod Approval	50
Rework	12
System Test	15
Grand Total	1305

CAPPS HR/Payroll Trend Report – Service Requests

September 2018 – September 2019

Status	SEP	OCT	NOT	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	Annual Totals
Opened	360	331	335	269	304	300	410	436	388	280	307	422	491	4633
Closed	327	329	322	283	315	309	398	417	405	206	199	416	509	4435

